

## ***Bringing the benefits of technology to Georgia state government***

The General Assembly created the Georgia Technology Authority to take the lead in setting the direction for the state's use of technology. GTA works to enable citizens to do business with state government with greater ease and efficiency. In addition, GTA's consolidated purchasing power allows the state to realize greater value for its technology expenditures. GTA aims to make state information technology better. Smarter. Faster. More secure.

### ***Better***

GTA has begun working with state agencies to develop an IT blueprint—or enterprise architecture—that will bring about greater interoperability, sharing of data and integration, enhanced security and reductions in IT cost growth.

At any hour of the work day, 10,000 state workers are logged into applications supported by the state data center. Operated by GTA, the data center provides support for more than 125 state IT systems, such as personnel, payroll, purchasing, invoice payments, billing and payments to retirees for 100 agencies, including the largest agencies in state government. An upgrade of the state's human resources system began in 2003.

GTA reorganized its telecom division to enhance customer service and convenience. GTA provides telephones, wireless and data services in every Georgia county for all state agencies, colleges and universities operated by the Board of Regents, almost 1,200 city, county and school system offices, and 24 federal government offices.

To improve state network and Internet availability, GTA contracted to implement an industry best practice. The “smart ring” detects problems and prevents loss of connectivity to the mainframe and the Internet.

### ***Smarter***

Helping to ensure the success of critical technology projects in state government is the aim of a new critical review process. GTA works with the Governor's office and state agencies to monitor status, progress and issues affecting selected projects.

Smart decisions have led to cost reductions and increased efficiency. In 2003, GTA identified savings through many key decisions, including dismantling the state's long distance system, reducing long distance rates, disconnecting unused phone lines, rebidding and renegotiating contracts, offering cost-effective statewide contracts, and pursuing new technology.

### ***Faster***

Several projects have resulted in quicker service and shorter waits for agencies and the constituents they serve. A Web site launched by GTA enables agencies to check the performance of their computer applications and systems at the data center. GTA technicians can spot emerging problems and work with the agency to take corrective measures before serious interruptions occur. A new policy allows state agencies flexibility to approve IT initiatives under \$50,000.

More Georgians are using the state portal, [www.georgia.gov](http://www.georgia.gov), to gain quick

access to government information and services—without waits or visits to state offices. In the first 18 months that the service was available, almost 76,000 Georgians renewed their driver's license online or by phone without going to a state office. More than 2,000 times each day, parents use the portal to check the status of child support payments.

### ***More secure***

GTA protects state data and IT systems in a variety of ways, including obtaining federal assistance for security assessments, training agency personnel for IT emergencies and security measures, engaging agency participants in a Digital Academy session to study data security, establishing the Threat Management Center to alert agencies about possible attacks and forming the Computer Security Incident Response Team to investigate any intrusions in the state's computer network.

GTA's budget for FY 2004 totals \$199.6 million, with \$178.4 million in revenues generated by GTA and \$21.2 million in appropriated funds.